



NEWS RELEASE

Tennessee Regulatory Authority

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General Assembly's Goal of Statewide 2-1-1 Services to Become a Reality

Nashville, Tennessee – As a result of legislation passed by the General Assembly in 2004 (Public Chapter 762), access to health and human services information and referral services will soon be available to all Tennessee consumers by means of a statewide 2-1-1 telephone number.

The Tennessee Regulatory Authority (TRA) today approved a grant in the amount of \$400,000 to be used to develop a statewide system for the distribution of health and human information and referral services to Tennessee citizens through the 2-1-1 telephone number. The one-time grant was awarded to the Tennessee Alliance of Information and Referral Systems (TNAIRS). The TRA named TNAIRS as the collaborative in December 2004. TNAIRS will partner with the United Way of Metropolitan Nashville in administering the distribution of the grant to information and referral providers across the State.

“A few communities across Tennessee have already greatly benefited from the information and services provided by their community-based 2-1-1 line,” said TRA Chairman Ron Jones. “This grant, however, will enable the implementation of the service statewide allowing everybody to benefit from the information provided.”

“Developing the infrastructure that will enable deployment of the statewide line will involve the cooperation of the various telecommunications service providers that make up the Collaboration,” added TRA Director Sara Kyle. “And although 2-1-1 is now available in some areas across Tennessee, we look forward to it being expanded to all our citizens.”

“This service will benefit everyone who might have a need to access information pertaining health and human services,” said TRA Director Pat Miller. “We appreciate the General Assembly for enacting this law and think it will greatly serve Tennesseans.”

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